



WORKPLACE MANAGEMENT POLICY

Health & Safety

For GoTo and its affiliates

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Overview

GoTo is committed to maintaining a level of health and safety that protects its employees, visitors, contractors, suppliers, vendors, and property from incidents occurring in our workplace. This policy provides the guidelines to ensure safe work practices for everyone in order to achieve our target of zero incidents annually. As the responsibility of everyone in the company, compliance with this policy and its implementation by employees, at all levels, is essential.

Scope and Applicability

The scope of the policy applies to everyone at GoTo premises, including all staff, direct contract or non-staffs including outsourcing, contractors, interns, consultants, visitors, and third parties/ vendors/ suppliers who are assigned to be stationed on organization premises. The policy also covers all countries where our company operates, including affiliates and/or entities. Waste management is out of this policy's scope, and is detailed further in the company's Environmental, Social and Governance (ESG) Framework as it relates to our environmental impact.

Definitions

The Organization	A term that refers to GoTo and all its affiliates.
Visitors	Refer to personnel who require temporary access to the organization's facility and/or premises (e.g. external auditors, technicians such as electricians and plumbers, and other external contractors).
GoTo Premises	Refers to GoTo's premises, including headquarters, branch offices, and other premises occupied/owned by GoTo where employees are based.



Acronyms

WPM	<i>Workplace Management</i>
CPO	<i>Chief People Officer</i>
HSE	<i>Health Safety Environment</i>
OKR	<i>Objective & Key Results</i>

Policy Details

1. Roles And Responsibilities

The following responsibilities are established with reference to health and safety legislation and are general responsibilities of all management, all personnel, staff, and subcontractors/suppliers.

1.1. Head of Workplace Management/ WPM Lead per Country, Head of Indonesia Regional Offices, Country General Manager, Senior Manager Corporate Resilience.

- To review and approve the Health and Safety policy.
- Responsible for the company's health and safety premises in all countries.
- Shall develop and approve the overall health & safety policy and supporting procedures that are related to health & safety policy.
- Ensure that the necessary corrective actions for continuous improvement are being carried out by relevant units.
- Ensure the policy is in line with other policies within the organization including the Code of Conduct and other related policies/ procedures.

1.2. Health & Safety Manager

Health & Safety Manager is the appointed personnel within a WPM organization that has responsibility for workplace health and safety, including

- Managing the health & safety Objective Key Result (OKR).
- Developing and monitoring the policy and its implementation.



- Ensuring availability of the health & safety protocols and equipment including door access, health & safety support tools, etc.
- Conducting regular checks on the condition of the workplace security system as agreed by SLA.
- Improving and proposing corrective action plans of health & safety policy and procedures from time to time.
- Evaluating the health & safety risk of all activities related to the workplace, including providing regular health & safety reports.
- Organizing regular training, socialization, and/or building health and safety self-awareness of stakeholders in the organization.

1.3. Facility Manager

Is appointed personnel within a WPM and/or WPM Facility Management organization which has responsibility for:

- Closely working with Health & Safety Manager and accountable for all Health & Safety Manager's responsibilities.
- His/ her activities to support Health & Safety Manager also include
 - i. Ensure the cleaning procedures and schedules are conducted as per the agreed schedule and are done so adequately.
 - ii. Ensure overall safety management during maintenance activities.
 - iii. Ensure new staff and non-staff are adequately trained and competent, with respect to health and safety, for the task undertaken.
 - iv. Aware of the reporting and resolution process for hazards, incidents, and injuries.
 - v. Ensure that corrective action is undertaken in response to recommendations from risk assessments, incident reports, hazard recognition, and control process.
 - vi. Ensure that equipment and premises are safe for everyone.
 - vii. Encourage employee feedback on health and safety.
 - viii. Lead and support the necessary health & safety tools and performance at the workplace.

In the condition where WPM personnel is limited and/or the same person is handling all WPM activities, then the roles and responsibilities of the Health & Safety Manager and Facility Manager to be combined.



1.4. Employees

- It is the employees' responsibility to know, understand and follow the company health and safety policy, rules and procedures.
- Employees must be familiar with emergency and evacuation procedures and the location of first aid kits, personnel, and emergency equipment, and if appropriately trained, using the emergency equipment.
- Reporting incidents, injuries, near misses, and hazards to Health & Safety Manager and Facility Manager.
- Continuously provide feedback to the Health & Safety Manager and/or Facility Manager regarding health and safety policy.

1.5. Subcontractors, Suppliers, or Vendors

Subcontractors, suppliers, or vendors are third parties that are assigned or have contracts with organizations to support workplace operations.

- Subcontractor, suppliers, or vendors must provide a permit to work/ access authorization document, signed by both parties: subcontractor, suppliers, or vendors and Health & Safety Manager and/or Facility Manager/ WPM PIC, prior to the activities in the workplace.
- Subcontractors, suppliers, or vendors must wear their visitor ID card at all times, returning their visitor ID card at the end of their visit.
- Subcontractors, suppliers, or vendors shall implement a sufficient health & safety system and protect their employees.
- Subcontractor, suppliers, or vendors shall ensure all their personnel (including their visitors/suppliers) are aware of the relevant health & safety procedures (emergency procedures) before work commences or upon entry to the organization's premises.
- Subcontractors, suppliers, or vendors must not conduct any noisy work during trading hours or when it could cause noise nuisance and disturbance to the organization.
- Subcontractors, suppliers, or vendors should be aware of their area responsibilities.
- It is the subcontractors, suppliers, or vendors' responsibility to dispose of all waste products appropriately at their own expense.
- All work carried out by subcontractors, suppliers or vendors must be supervised, for its duration, by a competent, full-time supervisor, who shall be fully experienced in all aspects of the work.
- Subcontractors, suppliers, or vendors are responsible for the provision of first aid and medical treatment for their ill or injured personnel, worker's compensation, and any public liability.



- Subcontractors, suppliers, or vendors must ensure that its plant, equipment, and vehicles:
 - a. Are in a safe condition, with guards and safety devices in place.
 - b. Are operated by operators who have been trained & competent to use and are holders of applicable licenses (if required).

1.6. Visitor

- Visitors are responsible for cooperating with GoTo health and safety requirements and not interfering with any aspects of the health and safety management system at the organization's workplace.
- Visitors must agree to comply with the company's workplace policy while visiting the workplace. This includes wearing their visitor ID card at all times, returning their visitor ID card at the end of their visit, being fully vaccinated against COVID19, and not inserting any personal USBs into the company's peripherals LED TV, laptops, and/or desktops.

1.7. Building Management

- Responsible for the management of physical and non-physical services that ensure the health, safety, and security of the building as well as the maintenance of the building structure at a satisfactory or appropriate stage.
- Carry out risk control related to work activities in order to create a safe, efficient and productive workplace.

1.8. Everyone's Responsibility During an Imminent Danger

Is defined as any condition or behavior that could reasonably be expected to cause death or serious injury or environmental harm. Whenever a person, employee, subcontractors/supplier/vendors, or participating guest/visitor encounters conditions or practices that appear to constitute an imminent danger, such individuals have the authority and responsibility to

- Alert the affected person(s), employee (s), visitor(s), supplier(s), subcontractor(s) or vendor(s), engaged in the unsafe work creating an imminent-danger condition
- request that the work is stopped
- Report the incident to WPM
- Notify the immediate manager and/or responsible division/department manager for immediate corrective action



2. Health & Safety policy statement

No activity in the company is more important than ensuring that practical and effective measures are in place to protect the health and safety of all employees, subcontractors, suppliers, or vendors. In implementing this policy, the company not only complies with the latest relevant legislation but also encourages other initiatives for protecting the health and safety of those affected by its activities.

To achieve this, the company's specific objectives are to provide safe and healthy working conditions for all employees and to maintain the highest safety standards in relation to systems of work and equipment operations. Furthermore, through training, supervision, and provision of information, the company is committed to ensuring a safe place of work for both company's employees and all others who come into contact with them.

The company, through its commitment to this policy:

- Seeks to avoid harm to health, injury to employees and others, or damage to the workplace from its operations.
- Recognises the importance of the involvement and commitment of senior management and the responsibility of each, and every employee, in the application of this policy. Leaders and employees at all levels are held accountable for their health, and safety performance.
- Acknowledges the principle that all accidents can be prevented and actively promotes, among all those associated with activities, the highest standards of safety awareness and performance.
- Has established procedures to ensure that health, safety, environmental, and hygiene factors are taken fully into account during maintenance/ new process/ machines materials/ activities in the organization workplace.
- Applies appropriate measures to minimize any adverse effects of its operations on the environment.
- Observes all relevant legal requirements related to health and safety.
- Maintains effective control monitoring processes for monitoring and reviewing health, safety.
- Provides an effective system of communication on safety-related matters.
- Provides appropriate training, and retraining where necessary, in the knowledge and skills required for each individual operation and activity, at all levels.



3. Health standard

Health can be defined as the degree/level of an individual's physical and psychological state. In general, it is an effort to obtain the highest possible health, by preventing and eradicating diseases afflicted by employees, preventing work fatigue, and creating a healthy work environment. The following are activities to improve occupational health in the workplace, which are:

1. Health promotion in the workplace which includes clean and healthy living behaviors, and also disease prevention, which are the availability of toilets, clean water, clean drinking water, pantry/ canteen, rest area/ isolated room, praying/restroom, manageable noise level, manageable workplace temperature, manageable workplace humidity, waste disposal and/or waste management, manageable workplace light intensity, cleaning dust and fiber, the availability of air ventilation, avoid overcrowding at one area, etc.
2. If a canteen is provided, the canteen must be maintained by the company or selected vendor to provide food service or building management, in an efficient manner. The canteen should consist of at least a dining hall, kitchen, storeroom, pantry and washing places separately for workers and for utensils.
3. Only light eating (i.e. snacking) is allowed in workstation areas or meeting/training rooms. Full meals are to be taken at the pantry, canteen, or cafe.
4. Cultivating clean and healthy life behavior in the workplace.
5. Recommended physical activity programs, offline or online, and/or following local regulatory policies that are carried out properly, correctly, and regularly.
6. It is mandatory for everyone who visits the workplace to be fully vaccinated against the COVID19 virus (at least two doses of any COVID19 vaccination and third doses when required by local regulations). If an employee or visitor is not fully vaccinated, they must provide a medical referral letter from a doctor and/or a negative COVID19 test result before their visit.
 - a. Employees are recommended to stay home if they do feel unwell.
 - b. Employees have to notify and declare to relevant stakeholders for COVID19 infection/ transmission, both positive cases, and close contact/ suspect.
7. A dedicated clinic at the workplace is based on the requirements and space availability. The same facility also could be used as an isolation room. Organizations also could use a shared clinic in emergency situations.
8. Bringing pets or keeping animals in the workplace must follow the Building Management's regulation, especially related to whether the building is a pet-friendly building.



9. Smoking/ vaping is only allowed in designated areas such as having an air circulation system such as an exhaust fan instead of an air conditioner and windows in the designated area can be opened to release smoke directly out of the area. Vaping in Singapore is prohibited.^{(1),(2),(3),(4), (5)}

10. According to the GoTo Code of Conduct⁽⁶⁾ in regards to drugs and alcohol, “*company personnel are required to comply with the prevailing laws and regulations in their relevant jurisdiction in relation to the use and/or possession of drugs and alcohol. Company personnel are advised to avoid anything that jeopardizes their and others' security, health, and safety*”. Therefore, local regulation of each country is explained as below:

a. Indonesia:

- Smoke-free is stated in the regulation of the Minister of Health of the Republic of Indonesia number 48, the year 2016 Safety and Health Standards, application of a smoke-free area in the office.
- Alcohol-free in the workplace is stated in the regulation of the Minister of Health of the Republic of Indonesia number 48, the year 2016, regarding Safety and Health Standards, prohibition of the use of alcoholic beverages.
- Drugs/narcotics-free in the workplace is stated in Laws of The Republic Indonesia No. 35, 2009, about Narcotics.

b. Singapore:

- Smoke-free in the workplaces:
 1. Smoking (Prohibition in Certain Places) from National Environment Agency of Singapore
 2. Regulation regarding vaping in Singapore:
<https://www.healthhub.sg/programmes/153/vaping>
- Alcohol - [The Liq Control Act only restricts drinking of alcohol at public places from 10.30pm to 7am.](#)
- Drugs/narcotics-free in the workplace is stated in the Dangerous Drugs Act 1951; Drugs (Prevention of Misuse) Act 1969, Parliament of Singapore.

c. India:

- Smoke-free is stated in the regulation of the National Tobacco Control Programme (NTCP), Ministry of Health & Family Welfare, Government of India.
- Alcohol-free in the workplace is mandated by the building management.



- Drugs/narcotics-free in the workplace is stated in the Narcotic Drugs and Psychotropic Substances Bill, 1985, Parliament of India.

d. **Vietnam:**

- Smoke-free is stated in National Tobacco Control Policy in Government Resolution No.12/2000/NQ-CP and the Law on Prevention and Control of Tobacco Harms (2012), Vietnam Government.
- Alcohol-free in the workplace is stated in Law No.44/2019/QH14 on Prevention and Fighting against the Negative Effects of Alcohol ("Alcohol Law"), Vietnam Government.
- Drugs/narcotics-free in the workplace is stated in the Law on Drugs Prevention and Fight No.23, 2000, Republic of Vietnam.

4. Safety standard

Feeling safe and secure at work is the right of every employee, and it is the responsibility of the company to ensure that every individual in the work environment is in a safe and comfortable condition. The following are standard office safety requirements, which are:

1. Everyone including staff and non-staff must wear their ID card in a visible manner at all times while at the organization premises.
2. Limited access to respective areas including working or non-working areas, not only for employees but also applies for vendors/ third parties/ suppliers/ contractors, etc.
3. The availability of security systems including but not limited to CCTV, health & safety tools, fire extinguisher, etc.
4. Safe workplace standards including ergonomic chairs, desks, the arrangement and placement of cabinets does not interfere with the activities of passing and moving employees, filling of the heavy failing cabinets is at the bottom.
5. The availability of building safety and fire management, evacuation requirements and procedures, HSE signs, work permit requirements, earthquake handling management, cause of accident management, incident reporting and investigation, rules for vendors and contractors, safety-based behavior, personal protective equipment, first aid at the workplace, prevention of falling from a height, elevator and escalator safety management, etc.
6. Raise awareness of the importance of dealing with various emergencies by providing an Emergency Response Plan (ERP).
7. The floor is free from slippery materials, hollows, slopes, and holes that cause accidents and injuries to employees.
8. In the management of electricity and fire sources, free from causes of electrical shock.



9. Weapons of any kind are prohibited in the workplace (e.g. knives, blunt heavy objects).

5. Monitoring and evaluation of health & safety

To ensure the HSE Policy runs properly and correctly, a monitoring and evaluation process is required that refers to the Health and Safety Procedure. The procedure also will include training/drill/evacuation, etc for any type of event.

Review

Health & Safety Policy shall be reviewed at least once a calendar year or at the time of major change in the current environment affecting the standard - whichever occurs first.

Security Compliance

Failure to comply with this policy could result in disciplinary action up to termination or legal action on any individual who violates the Health & Safety Policy. Disciplinary action and/or sanctions will be determined according to applicable local legislation and based on the severity of the violation, including the consideration of financial loss, reputational loss, and operational loss. The level of sanctions and actions to be taken must refer to the company's policy from each individual's legal entity of the group.

Exceptions

Any exception to the policy requirement shall be reviewed and approved by the Global Head of Workplace Management prior to acceptance.

References

- ⁽¹⁾ Regulation of the Minister of Health of the Republic of Indonesia number 48, 2016 Safety and Health Standards, Application of a smoke-free area in the office
- ⁽²⁾ Smoking (Prohibition in Certain Places) from National Environment Agency of Singapore
- ⁽³⁾ National Tobacco Control Policy in Government Resolution No.12/2000/NQ-CP and the Law on Prevention and Control of Tobacco Harms (2012), Vietnam Government
- ⁽⁴⁾ National Tobacco Control Programme (NTCP), Ministry of Health & Family Welfare, Government of India.



- ⁽⁵⁾ Regulation regarding vaping in Singapore:
<https://www.healthhub.sg/programmes/153/vaping>
- ⁽⁶⁾ [GoTo Code of Conduct](#)

Contact us

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